

## OFFICIAL



### **Privacy statement for making a formal complaint under LLP's Complaints Handling Procedure.**

This page was last updated on 11<sup>th</sup> April 2023.

#### **Who we are:**

City Property (Glasgow) LLP, a Limited Liability Partnership registered in Scotland (Registration Number SO302223). Its head office is at 229 George Street, Glasgow G1 1QU. You can contact our Data Protection Officer by post at: City Chambers, George Square, Glasgow G2 1DU or by email at: [dataprotection@glasgow.gov.uk](mailto:dataprotection@glasgow.gov.uk) and by telephone on 0141 287 1055.

City Property Glasgow (Investments) LLP, a Limited Liability Partnership registered in Scotland (Registered Number SO302466). Its head office and contact details for the Data Protection Officer are the same as those noted above.

City Markets is a trading division of City Property Glasgow (Investments) LLP, a Limited Liability Partnership registered in Scotland (Registered Number SO302466). Its head office and contact details for the Data Protection Officer are the same as those noted above.

#### **Why do we need your personal information and what do we do with it?**

You are giving us your personal information to allow us to respond to a complaint you have submitted. We need to process your personal information to investigate the matter you have raised and if you chose to escalate your complaint to the Scottish Public Services Ombudsman. We also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records.

#### **Legal basis for using your information:**

We provide these services to you as part of our statutory function. You can find more details of our role on our website at [www.citypropertyglasgow.co.uk](http://www.citypropertyglasgow.co.uk). More about our Complaints Handling Procedure can also be found on the website <https://www.citypropertyglasgow.co.uk/about-us/publications>. Processing your personal information is necessary for compliance with our legal obligations under the Public Service Reform (Scotland) Act 2010.

#### **Who do we share your information with?**

We are legally obliged to safeguard public funds so details will be checked internally for fraud prevention and verification purposes and may be shared with other public bodies for the same purpose. We are legally obliged to share certain data with other public bodies such as HMRC and will do so where the law requires this; we will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and proportionate. Information is also analysed internally in order to provide management information, inform service delivery reform and similar purposes. This is in accordance with the council's Information Use and Privacy Policy, the privacy statement set out in full on our website, and the

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provisions of our Records Management Plan approved in terms of the Public Records (Scotland) Act 2011.

Your information is also analysed internally to help us improve our services.

The main organisations we share information with are as follows:

- The Glasgow City Council Family
- Our external agents (Carter Jonas, Graham & Sibbald, Rettie)
- Police Scotland and other criminal investigations agencies
- Scottish Public Services Ombudsman
- The UK Information Commissioner

Where you ask the Scottish Public Services Ombudsman to look at your complaint we will be legally obliged to share your information with them.

### **How long do we keep your information for?**

We only keep your personal information for the minimum period amount of time necessary.

Sometimes this time period is set out in the law, but in most cases it is based on the business need.

We maintain a records retention and disposal schedule which sets out how long we hold different types of information for. You can view this on our website at [www.citypropertyglasgow.co.uk](http://www.citypropertyglasgow.co.uk) or you can request a hard copy from the contact address stated above.

### **Your rights under data protection law:**

***Access to your information*** – You have the right to request a copy of the personal information we hold about you.

***Correcting your information*** – We want to make sure that your personal information is accurate, complete and up to date. Therefore, you may ask us to correct any personal information about you that you believe does not meet these standards.

***Deletion of your information*** – You have the right to ask us to delete personal information about you where:

- You consider that we no longer require the information for the purposes for which it was obtained
- We are using that information with your consent and you have withdrawn your consent – see *Withdrawing consent to using your information* below
- You have validly objected to our use of your personal information – see *Objecting to how we may use your information* below
- Our use of your personal information is contrary to law or our other legal obligations.

***Objecting to how we may use your information*** – You have the right at any time to require us to stop using your personal information for direct marketing purposes.

***Restricting how we may use your information*** – in some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information that we hold about you or we are assessing the objection you have made to our use of your information. This right might also apply if we no longer have a basis for using your personal information but you don't want us to delete the data. Where this right is realistically applied will mean that we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

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***Withdrawing consent using your information*** – Where we use your personal information with your consent you may withdraw that consent at any time and we will stop using your personal information for the purpose(s) for which consent was given.

Please contact us as stated above if you wish to exercise any of these rights.

### **Complaints:**

We aim to directly resolve all complaints about how we handle personal information. If your complaint is about how we have handled your personal information, you can contact the Council Family's Data Protection Officer by email at [dataprotection@glasgow.gov.uk](mailto:dataprotection@glasgow.gov.uk) or by telephone on 0141 287 1055.

However, you also have the right to lodge a complaint about data protection matters with the Information Commissioner's Office, who can be contacted by post at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. By phone on 0303 123 1113 (local rate) or 01625 545 745. Visit their website for more information at <https://ico.org.uk/concerns>

If your complaint is not about a data protection matter you can find details on how to make a complaint on our website at [www.citypropertyglasgow.co.uk](http://www.citypropertyglasgow.co.uk)

### **More information:**

For more details on how we process your personal information visit [www.citypropertyglasgow.co.uk](http://www.citypropertyglasgow.co.uk)

If you do not have access to the internet you can contact us via telephone 0141 287 6161 to request hard copies of our documents.

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